

**CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION**

Position Title: Meter Service Worker I Meter Service Worker II	Job Family: 6
General Classification: Front-Line	Job Grade: 11 15

Definition: To perform services necessary in the metering and delivery of water to residential and commercial customers involving the installation, testing, reading and repairing of water meters and backflow devices.

Distinguishing Characteristics:

Meter Service Worker I: This is the entry-level class in the Meter Service Worker series. This class is distinguished from the Meter Service Worker II by the performance of the more routine tasks and duties assigned to positions within this series. Employees at this level are not expected to perform with the same independence of direction and judgment on matters related to established procedures and guidelines as are positions allocated to the II level. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. Employees work under immediate supervision while learning job tasks.

Meter Service Worker II: This is the full journey-level class within the Meter Service Worker series. This class is distinguished from the Meter Service Worker I by the assignment of the full range of duties assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and they are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

Supervision Received and Exercised:

Meter Service Worker I: Receives immediate supervision from the Water Meter Supervisor and technical supervision from the Meter Service Worker III.

Meter Service Worker II: Receives general supervision from the Water Meter Supervisor and technical supervision from the Meter Service Worker III.

Examples of Duties: Duties may include, but are not limited to, the following:

1. Read meters according to established schedule and make proper records of meter reading.
2. Connect and disconnect customer's water services.

Position Title: Meter Service Worker I
Meter Service Worker II

Page 2

3. Respond to water customer complaints and questions by explaining established procedures and by checking the accuracy of water meter calibrations.
4. Inspect, install, test and repair backflow devices to prevent contamination.
5. Exchange old meters with new and rebuilt ones; break down old meters and replace worn parts.
6. Reassemble meters, test and calibrate them for proper functioning.
7. Calculate water usage from meter readings for proper billing.
8. Keep records of meters checked and repaired.
9. Perform related duties as assigned.

Minimum Qualifications:

Meter Service Worker I

Knowledge of: Practices of hand and power tools; basic arithmetic; learn procedures for the inspection of backflow devices; cleaning, setting, installation, removal and repair of water meters; and principles and practices of safety related to areas of assignment.

Ability to: Learn meter maintenance duties; establish and maintain effective working relationships with those contacted in the course of work; communicate clearly and concisely, both orally and in writing; learn division policies and procedures; and proper use and care of all tools, equipment and materials used in water meter installation, repair and maintenance work.

Experience and Training Guidelines: Any combination of experience and training will qualify if it provides for the required knowledge and abilities.

Recommended: No experience required. Training equivalent to the completion of the 12th grade.

Required Licenses or Certificates: Possession of a valid California Class C driver's license. Possession of an AWWA Backflow Prevention Assembly Tester Certificate within two years of appointment.

Position Title: Meter Service Worker I
Meter Service Worker II

Page 3

Meter Service Worker II

In addition to the requirements for Meter Service Worker I:

Knowledge of: Division policies, standards and procedures related to the connection, maintenance and disconnection of water service to customers; function and characteristics of water meters and backflow devices, and operating principles of water meters and valves; procedures for reading water meters and recording and reporting water use data; the proper use and care of all tools, equipment and supplies used in the maintenance and repair of water meters; water metering and billing procedures of the City; and procedures for maintaining records of work activity, equipment, usage and other data pertaining to water service work.

Ability to: Inspect, clean, install, remove and perform repairs on water meters and backflow devices; explain Water Division policies and procedures related to water service and billing to customers; listen to water customer complaints and check meter functioning to resolve such complaints; and maintain records and make oral and written reports on water service work activity and customer problems.

Experience and Training Guidelines: Any combination of experience and training will qualify if it provides for the required knowledge and abilities.

Recommended: Two years as a Meter Service Worker I in the City of Mountain View. Training equivalent to the completion of the 12th grade.

Required Licenses or Certificates: Possession of a valid California Class C driver's license. Possession of an AWWA Backflow Prevention Assembly Tester's Certificate within two years of appointment. Possession of a California Department of Health Services D2 Water Distribution Operator's Certificate or a D2 Interim Certificate is highly desirable.

Working Conditions: Preemployment and periodic respiratory examinations may be required for this classification.

Established October 1991 (F)
Revised May 2004

CLASS SPECS
CS079-F^